

CUSTOMER SERVICE RESUME

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(843)-204-5645

Andrew.Blackiv@gmail.com

Customer Service Representative with over 5 years of experience in telephone customer service, including sales, tech support, and customer care. Familiar with major customer service software, conflict resolution, and possess a positive attitude. Aiming to use my proven skills to effectively fill the managerial role in your company.

PROFESSIONAL EXPERIENCE

SATELLITE TV CO. *Customer Care Specialist*

Mt. Pleasant, SC
September 2010 – Present

- Handle 90+ calls daily, with duties including signing up new customers, retrieving customer data, presenting relevant product information, and cancelling services
- Trained two new employees in how to use Kayako, entering customer data and organizing customer interaction logs
- Received an average 85% customer satisfaction rating to date, 15% higher than company average
- Research complicated cases without prompting to provide more comprehensive service to customers
- Suggested a new tactic to persuade cancelling customers to stay with the company, resulting in a 5% decrease in cancellations

SCOTTRADE *Customer Service Intern*

Boston, MA
September 2009 – 2010

- Memorized entire line of company products & services, including prices and special discounts
- Provided basic technical support for clients on a wide range of company products, resolving issues at a 90% rate
- Remained courteous and calm at all times, even during moments of intense customer displeasure
- Learned how to use Kayako and Zendesk customer service software, as well as Parcel Audit to track shipments and report on movements
- Awarded "Fastest Learner" award during the first month of intern training

EDUCATION

BOSTON UNIVERSITY *Marketing Candidate, June 2009*

Boston, MA

- GPA 3.6/4.0
- Dean's Scholarship Recipient

ADDITIONAL SKILLS

- Software: Zendesk, Kayako, and Parcel Audit
- Experience with Microsoft Office – Word & Excel
- Excellent communication skills with a focus on customer service
- 70WPM Typist

Resume Template How To Customer Service

Louise Kursmark



Resume Template How To Customer Service:

Resumes For Dummies Laura DeCarlo, 2019-03-19 Polish up that old resume and land your dream job We've all been there it's time to apply for a job or internship and you have to create or revise your resume Many questions pop in your head What do employers want What skills should I highlight How do I format this How do I get noticed But resume writing doesn't have to be a daunting task The latest edition of Resumes For Dummies answers all of these questions and more whether you're a resume rookie looking for new tips or want to create that eye-catching winning resume In this trusted guide Laura DeCarlo decodes the modern culture of resume writing and offers you insider tips on all the best practices that'll make your skills shine and your resume pop Let's start writing Write effective resumes that will stand out in a crowd Understand Applicant Tracking Systems and how to adapt your resume Keep your resume up with the current culture Position a layoff or other career change and challenge with a positive spin Leverage tips and tricks that give your resume visual power In order to put your best foot forward and stand out in a pile of papers it's important to have an excellent and effective resume and now you can Writing Resumes and Cover Letters For Dummies - Australia / NZ Amanda McCarthy, Kate

Southam, 2015-05-04 Practical tricks for standing out from the crowd and getting the job you want in the Australian and New Zealand market Applying for jobs in today's tight job market can seem like an overwhelming process Competition is fierce and employers expect more than ever before from job applicants With unemployment and redundancies rising it's simply not a good time to be looking So how do you make yourself stand out Writing Resumes and Cover Letters For Dummies Second Australian New Zealand Edition shows you how to catch a recruiter's attention Presenting a wealth of sample resumes and cover letters this handy easy to use guide shows you how to write a killer cover letter format your resume for online use use social networking to your advantage and tailor your resume and cover letters for specific positions and companies Designed specifically for job hunters in Australia and New Zealand Offers practical tips and advice on crafting a great resume and a perfect cover letter for any kind of position Includes advice on addressing government selection criteria Features ten ways to turn off a recruiter and ten tips for the perfect presentation No matter how tough the job market is a great resume and cover letter combination will help you get the attention you deserve Writing Resumes and Cover Letters For Dummies gives you all the tools and tips you need to get noticed and get your dream job **The Resume.Com Guide to Writing Unbeatable**

Resumes Warren Simons, Rose Curtis, 2003-08-22 The nation's #1 online resume service offers its exclusive advice on how to craft a winning resume The Resume.com Guide to Writing Unbeatable Resumes draws upon the author's considerable expertise as well as the vast Resume.com database to arm job seekers with Sample resumes for every profession and job category at every level from entry-level to executive A comprehensive database of keywords arranged by industry Electronic job hunting advice and strategies with tips on how to make any resume stand out online A detailed Before After resume trouble shooting worksheet Job seekers will also find an exciting added value with this essential text With the purchase of

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The Perfect Resume Tom Jackson,2004 Tackle the tough employment market and land the job you want Today more than ever it takes a powerful resume to open doors to the opportunities you seek Increasingly important as hiring systems change the right resume defines your objectives your talent and the unique benefits you offer Done right it also gets this information into the hands of the right decision makers Based on new research into hiring and staffing methods executive search electronic screening systems and public and private job banks The Perfect Resume puts you ahead of the pack whether you are after your first job or a competitive senior slot Learn how today s employment process has radically altered the way resumes are used and jobs are filled Understand how to start from the roots of your values needs and desires not simply published help wanted listings Assess your key strengths capabilities and experiences and focus them toward the situations you want most Choose formats and delivery methods that are best able to penetrate electronic and bureaucratic prescreening systems and get interviews Use e mail and custom cover letters to spotlight your worth Review case histories showing how people with special needs adapted their resumes and letters to get heard Decide how to present yourself in a way that makes the most of your best

Resumes! Resumes! Resumes! ,1997 Presents fifty sample resumes evaluated by recruiters and career counseling professionals in a variety of fields and explains the documents strengths

Electronic Resumes James C. Gonyea,Wayne M. Gonyea,1996 Easy to use package explains the basics of on line multimedia video and audio resumes

Perfect Resume Strategies Tom Jackson,Ellen Perry Jackson,1992 From the author of the 300 000 copy bestseller The Perfect Resume a unique catalog of sample resumes for the job seeker in need of practical models as well as the insight and inspiration to crack today s tough job market

Expert Resumes for Computer and Web Jobs Wendy S. Enelow,Louise Kursmark,2005 Dozens of professional resume writers share their secrets and sample

resumes for landing the fastest growing and highest paying jobs in the computer and online industries showing readers how to present technical skills in reader friendly language that employers demand Includes over 180 pages of sample resumes targeted to high tech jobs from entry level to executive The Smart Woman's Guide to Resumes and Job Hunting Julie Adair King,Betsy Sheldon,1993 Master the job search game whether you re climbing the corporate ladder switching careers or re entering the workforce after years at home This latest edition gathers the most up to date information tips secrets and advice on resume writing job seeking interviewing and salary negotiations and features updated sample resumes **Flight Attendant Interview Handbook** Ken J. Rabalais,1992-02 *Sales and Marketing Resumes for \$100,000 Careers* Louise Kursmark,2000 You are an accomplished sales or marketing pro who has made a positive difference for your customers and your organization Your talents have been fundamental to the growth and success of your company But maybe you re anxious to test the waters for an advanced or more lucrative position **Reinvention Federal Resumes** Kathryn K. Troutman,1997-11 Federal Resume Writing 101 12 resume writing exercises including 6 exercises which focus on your Work Experience Thought provoking exercises which cover the mission statement customer service procedures including recognitions and highlighting skills from the announcement also an outstanding sample of a Resmix Resume A total case study GS 12 federal resume KSA and cover letter Click her to learn more about Reinvention **Graduating Engineer & Computer Careers** ,2004 Learning a Living Dale S. Brown,2000 Provides practical tips for deciding on a career and searching for jobs to people with learning disabilities attention deficit disorder and dyslexia covering such topics as career preparation during high school resumes and interviews

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